

NFSCo CIC Privacy Policy

When you use NFSCO CIC, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it. This is important and we hope you will take time to read it carefully. And remember, you can update and manage your personal information and protect your privacy and security via the NFSCo website

There are many different ways that you can use our services. As you use our services, we want you to be clear how we are using your information and the ways in which you can protect your privacy.

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information
- Security
- Cookies

The choices we offer include how to access and update information. We've tried to keep it as simple as possible, but if you have any questions please contact NFSCo CIC by telephone, email or post.

NFSCo CIC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or telephone services, then you can be assured that it will only be used in accordance with this privacy statement.

NFSCo CIC may change this policy from time to time by updating this page however we will not reduce your rights under this Privacy Policy without your explicit consent. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 11 August 2021.

What we collect & Why we collect it

We may collect the following information:

- Main contact name and business name – this is predominantly used for Invoicing purposes.
- postal address and email address if applicable – this is predominantly used for Invoicing purposes.
- Holding & Herd number – this can be used for cross checking if an animal belongs to a customer.
- Type of animals held by the member – this is used to generate a customised price list for the member.

- Access credentials and usage information for our online and app based services – this is used to help you manage your account.
- other information relevant to customer surveys and/or relevant offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Invoice purposes
- Sending Customised Price lists
- Internal record keeping.
- Allowing you to arrange collections using our online and application based services.
- We may use the information to improve our products and services.
- We may periodically send relevant promotional material about new products, special offers or other information which we think you may find interesting using the email address which you have provided. This information will only be sent to you in conjunction with either a NFSCo invoice or annual compliance statement.
- From time to time, we may also use your information to contact you for NFSCo market research purposes. We may contact you by email, phone, or mail. We may use the information gathered in this way to customise the website according to your interests.

We use this personal data because it is necessary for performing the contract with you, and for our legitimate interests of improving the service we provide to members.

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We also ask you to keep any user names, passwords or other security credentials which we provide to you confidential and not to share them with any third party.

We use third party service providers to host information as part of online or application based services. This includes service providers based in the EEA. We will ensure that any transfer complies with data protection law and that we have an appropriate contract in place.

Cyber Essentials Certification

Cyber Essentials is a voluntary Government and Industry supported scheme.

The scheme highlights the 10 basic Cyber Security steps all organisations need to implement to mitigate the risk from common internet based threats, and also offers a mechanism for them to demonstrate to customers and suppliers that they have taken the essential Cyber Security precautions to protect their business.

NFSCO has been awarded the level 1 Cyber Security Certification.

NFSCO are now eligible to display the Cyber Essentials badge and this has now been added to the website, letterheads and NFSCO office email footers.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.

Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Updating your personal information

Whenever you use NFSCo CIC services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update or delete it quickly—unless we have to keep that information for legitimate business or legal purposes.

We aim to maintain NFSCo CIC services in a manner that protects information from accidental or malicious damage. Due to this, after you delete information from NFSCo CIC's website and database, we may not immediately delete residual copies from our servers and may not remove information from our backup systems until we deem appropriate and safe.

You may choose to restrict the collection or use of your personal information in the following ways:

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen but only in conjunction with either a NFSCo invoice or Compliance Statement.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not

always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact NFSCo CIC, Sallyfield Lane, Stanton, Nr. Ashbourne, Derbyshire DE6 2DA

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.